



Department of Human Resources  
311 West Saratoga Street  
Baltimore MD 21201

## FIA ACTION TRANSMITTAL

Control Number: # 16-10

Effective Date: December 18, 2015

Issuance Date: December 22, 2015

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES  
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT  
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF  
CHILD CARE SUBSIDY PROGRAM ADMINISTRATORS**

**FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR** 

**RE: CHILD CARE SUBSIDY (CCS) ELIGIBILITY DETERMINATION FOR  
TEMPORARY CASH ASSISTANCE (TCA) CASES**

**PROGRAM AFFECTED: TCA AND CCS**

**ORIGINATING OFFICE: BUREAU OF POLICY, RESEARCH, AND TRAINING (PRT)**

### **SUMMARY:**

Effective December 18, 2015 the local departments of social services (LDSS) resumed responsibility for the eligibility determination of Priority 1 (Temporary Cash Assistance) cases under the State's Child Care Subsidy (CCS) Program. All other child care subsidy applications and cases (Transitional Child Care and non-TCA) will remain with the vendor for Maryland State Department of Education (MSDE).

On December 18 **MSDE stopped** making eligibility determinations or provisional approvals for all TCA applicants and recipients. MSDE is referring TCA-related customer service calls to the appropriate LDSS.

The table on the next page quickly breaks down the responsibilities for the LDSS. This information is posted on the MSDE website for customers.

Type of Case	Document	Where to Submit/Send
<b>All TCA</b>	Application (new or re-determination)	LDSS
	Documentation / Verifications	LDSS
	Changes in Circumstance/Activity	LDSS
	Request for new Voucher	LDSS
	Request for Hearing / Appeal	LDSS
	Voucher	MSDE
<b>TCC and Non-TCA</b>	Application (new or re-determination)	MSDE
	Documentation / Verifications	MSDE
	Changes in Circumstance / Activity	MSDE
	Request for new Voucher	MSDE
	Request for Hearing / Appeal	MSDE
	Voucher	MSDE

The Child Care Administration Tracking System (CCATS) will be modified to separate cases by priority status. **TCA cases are Priority 1.** Even while modifications are being made in CCATS, LDSS staff who have taken the online training modules and filled out a security access form will have all required access to process cases.

## LDSS Responsibilities

### Local Departments of Social Services:

#### A. Resume customer service for all TCA applicants and recipients.

1. Local departments will begin to receive applications as early as December 18. Applications may be received in many formats: as a paper application that is dropped off or mailed in, electronic (fax or e-mail) or any other format. **An application is attached to this action transmittal.**
2. If a customer contacts the LDSS, advise the customer that CCS applications are being accepted in the LDSS and will be processed there.
3. The customer can expect the LDSS to provide the application status.

4. TCA applicants and recipients should have a \$0 co-pay for CCS.
- B.** Determine and redetermine the TCA customer's eligibility, and process interim changes for CCS cases for TCA customers.
1. Case managers must review the CCS application for eligibility.
  2. TCA applicants and recipients (or SSI recipients attached to a TCA case) who meet eligibility are CCS-eligible as long as they are working, in an approved work activity or enrolled in school.
  3. Verification is similar to TCA and should be provided (check ECMS):
    - Proof of income is required (most recent 4 weeks of pay stubs or a letter from the employer stating gross salary)
    - If the individual is a student, proof of enrollment in school is required.
    - Customers must pursue child support, and provide:
      - Proof of identity for all household members, which includes, but is not limited to, a valid unexpired United States passport, a birth certificate, a valid driver's license or a current photo identification card.
      - Proof of address (apartment or house lease; electric, gas, water or phone bill).
      - Proof that their child(ren) has met the Maryland State Immunization requirement.
      - If they are a single parent, proof that they have met child support requirements by reporting information about the absent parent.
- C.** Issue vouchers, transfers, and referrals for any new cases for TCA applicants and recipients.
- This process is detailed in the CCS training self-directed modules. Case managers must review these modules and pass an assessment before they are granted access to CCATS.
  - The link to these modules is: [http://learnccats.blogspot.com/p/blog-page\\_49.html](http://learnccats.blogspot.com/p/blog-page_49.html)
  - Until modifications are made in CCATS, staff will have access to all functionalities to process Priority 1 cases:
    - Any cases for TCC or non-TCA must be **must** be sent to the MSDE vendor for appropriate processing.
  - Any voucher returned to an LDSS office **must** be faxed to CCS Central at 410-229-0053 **within 48 hours of receipt**.

**D.** Notify customers leaving TCA of the procedure for applying for CCS and provide contact information to the MSDE CCS vendor.

- Non-TCA customer information may be submitted by mail, fax or email to:

**MAIL** - PO Box 17015, Baltimore, MD 21297

**FAX** - 410-229-0053

**Email** - [CCSCentral@xerox.com](mailto:CCSCentral@xerox.com)

- Non-TCA customers can call the MSDE Vendor's customer service help line at 1-866-243-8796.

### **Transitioning Case Files**

MSDE will prepare all customer records and case files from 2010 to the present for pick up by DHR by December 23, 2015. These files will be in the same manner, form, and condition as the files that were transferred from DHR to MSDE in August 2015.

All current and pending TCA case files will be forwarded to the LDSS in the following manner:

- Cases for which a TCA application has been filed and an eligibility determination is pending;
- Any verifications that are associated with determining the TCA customer's eligibility;
- Any TCA applications or verifications that have not yet been entered into the Child Care Administration Tracking System ("CCATS");
- Cases for which TCA eligibility determination has been made, and there has been a request for a contested case hearing that is pending; and,
- TCA cases that are pending an appeal including the hearing notice and hearing summary.

Pending applications and supporting documentation will be sent to DHR by December 28th.

### **Information about Informal Child Care Providers**

Child care can be provided informally (self-arranged) or formally (regulated) by providers.

**Informal providers are:**

- A relative providing care in the child's home or in the relative's home,
- A non-relative in the child's home,
- A non-relative for less than 20 hours per month in the non-relative's home,
- Not required to be licensed or regulated under state law,
- Paid for only the time the child receives care, or,
- NOT automatically paid for any holiday or child absence.

**Informal providers Procedures:**

- Informal child care applications must be faxed to MSDE (410-333-0653) by the LDSS.
- Submit a signed affirmation of compliance with child care health and safety standards
- Criminal background check must be done before provider can be paid.
  - Criminal Background check can be completed at any local police barracks.
  - Provider is paid from date receipt of criminal background check
  - The informal provider may or not be approved after criminal back check is completed.
- There is no time limit for informal provider to complete the application process.
  - While the customer waits for informal care provider applications to be approved the customer can apply for regulated care.
  - The customer has responsibility to make sure the informal provider gets paid.
  - All application forms are available on the website:  
[http://msde.maryland.gov/MSDE/divisions/child\\_care/subsidy/forms.htm](http://msde.maryland.gov/MSDE/divisions/child_care/subsidy/forms.htm)

**ACTION REQUIRED:**

Case managers must complete the CCS self-directed training modules to gain system access to CCATS. Once the training is completed, MSDE will approve CCATS system access. Please refer to the self-directed CCS training modules for additional policy and procedure.

**ACTION DUE:** December 18, 2015.

**INQUIRIES:** Direct policy or procedure inquiries to Clevon Moyd at 410-767-4632 or [clevon.moyd@maryland.gov](mailto:clevon.moyd@maryland.gov) or William Niner at 410-767-8121 or [william.niner@maryland.gov](mailto:william.niner@maryland.gov). Questions for MSDE will be referred to MSDE by the Bureau of Policy, Research and Training.

c:	DHR Executive Staff	OTHS Help Desk
	FIA Management Staff	Policy, Research and Training Staff
	Constituent Services	MSDE

Enclosure